

ORGANISED BY



IN COLLABORATION WITH

Zurich University
of Applied Sciences



School of
Management and Law

Executive Certificate in Innovation And Technology In Insurance **NEW**

by Singapore College of Insurance and
The Institute for Risk & Insurance, Zurich University of Applied Sciences (ZHAW)



DATES & TIME:

4,10,17,24,31 May 2022

2:00 pm to 7:00 pm

(GMT + 8, Singapore Time)



DURATION:

25 hours

ONLINE LIVE

Registration Opening Date: 7 February 2022

Registration Closing Date: 25 April 2022

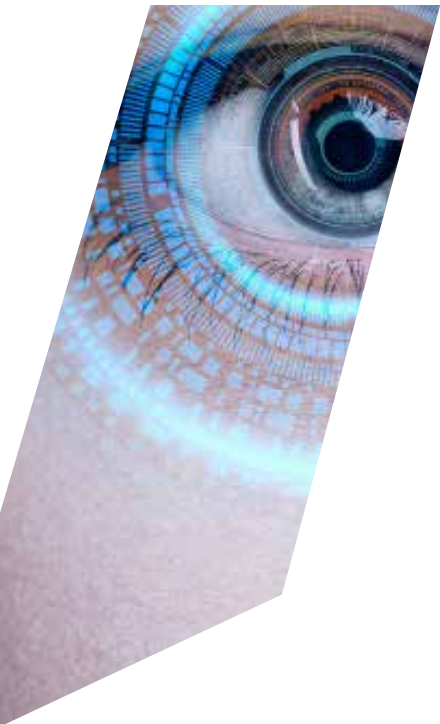
Incorporating virtual visits
to selected Swiss companies
/ Innovation Labs

25
CPD
hours

PART-TIME



PROGRAM HIGHLIGHTS



The evolution of technology and its broader adoption in society and business opens exciting new opportunities for insurance companies. At the same time, it can pose a strategic threat to existing business models. The Singapore College of Insurance, as a leader in insurance executive education, is organizing this senior executive level program to sustain and accelerate industry efforts towards technology adoption and innovation.

The program is aimed at executives in the insurance industry and will provide an overview of current developments in technology-driven innovation in insurance, highlight best practices, provide theoretical frameworks to assess the developments, and discuss potential future developments. The participants will understand challenges and best practices in technology-driven innovation and will apply them to the analysis of an innovative product, service or business. The participants will receive a joint SCI/ZHAW Executive Certificate upon successful completion of the program.

TARGET AUDIENCE

The program is designed for senior leaders in insurance companies and aims at providing them with the tools to guide the development of technology-driven innovation in their companies. Target audience is C-suite, members of the supervisory and management boards, and heads of departments of insurance companies.

ASSESSMENT

Group work and presentations will be assessed by the instructors.

LEARNING OUTCOMES

- Understand the impact of technology adoption on customer behavior and expectations
- Understand the strategic challenges and opportunities for insurers driven by innovation
- Understand the evolution of insurance business models
- Understand how to successfully implement changes in existing organizations
- Understand and critique new offerings and their potential impact on the insurance business model
- Challenge group thinking and analysis to improve final presentations

CERTIFICATE

Upon passing of the assessment and successful completion of each session, an Executive Certificate In Innovation And Technology In Insurance, will be jointly awarded by the Singapore College of Insurance (SCI) and the Zurich University of Applied Sciences (ZHAW).

PROGRAM OUTLINE

SESSION 1:

CUSTOMER BEHAVIOR AND EXPECTATIONS

- Introduction to the program
- Technology adoption and its impact on customer behavior and expectations towards insurers
- Evolving customer relationship and value delivery models
- Willingness to share information and impact on service models
- Group creation and assignment
- Virtual visit

SESSION 2:

STRATEGIC MANAGEMENT AND INNOVATION

- Elements of strategic management in insurance, including internal and external factors
- Understand the challenges of strategy implementation
- Understand the impact of innovation and technology on strategy
- Analyse and review current insurance strategies
- Virtual visit

SESSION 3:

BUSINESS MODEL TRANSFORMATION

- Define and explain the importance of business model transformation
- Discuss and critique business models of insurers and brokers
- Understand the evolution of these business models in the context of technology
- Virtual visit

SESSION 4:

TRANSFORMATION MANAGEMENT

- Understand the challenges of introducing changes to existing and running business models and operations
- Dealing with technology, competitive and market complexity to run a successful insurance operation
- Frameworks, methods and available technologies to plan, lead and adapt the trajectory of the transformation
- Virtual visit

SESSION 5:

GROUP PRESENTATIONS AND CLOSING

- 20-30 Minute presentations from participants with feedback from faculty panel
- Presentation of additional business models
- Presentation of new product and service models



INSTRUCTORS

ZHAW Faculty

The following ZHAW faculty will be involved in developing and/or delivering the content of the program.



Daniel Greber

Daniel Greber is Senior Lecturer and Head Institute for Risk & Insurance at the ZHAW. His research covers life insurance, pension business and various management topics in Insurance Companies. Prior to ZHAW, Daniel started his career as Marketing Actuary of Swiss Re and General Re in Life Reinsurance more than 30 years ago, and later, he was CEO of Life Insurance Companies like UBS Life in Bancassurance and Providentia, where he was also member of the executive board at Mobiliar Insurance Company in Switzerland. Currently he is member of the board of several pension funds. Daniel holds a Master in Mathematics ETH and as an Actuary he is active Member of the Swiss Association of Actuaries.



Dr. Carlo Pugnetti

Dr. Carlo Pugnetti is a Lecturer at the Institute for Risk & Insurance at the ZHAW. His research focuses on the evolution of customer behavior in insurance, with particular focus on the changes triggered by technology adoption and generational differences. Prior to joining ZHAW, Carlo served as the CEO of Allianz Global Assistance in Switzerland and in several other functions within the Allianz Group - restructuring the Claims department at Fireman's Fund in the United States, working on strategic issues in Group Development in Munich and leading an international Line of Business from Paris. Carlo began his career as a consultant for Oliver Wyman. Carlo holds a Ph.D. in Risk Analysis and a Master's degree in Electrical Engineering, both from Stanford University.



Lukas Stricker

Lukas Stricker is a lecturer at the Institute for Risk & Insurance at the ZHAW. His research focuses on transformation management and the impact of new technologies on the operations of insurance companies. Prior to joining ZHAW, Lukas ran the international programs operations for Zurich Insurance globally. Current engagements include the role of CEO at a start-up company in the EdTech field as well as board membership in a consultancy boutique specialized on digitalization in the insurance industry. Lukas holds a MSc. in Environmental Sciences from ETH Zurich.

INSTRUCTORS



**Prof. Dr. Angela Zeier
Röschmann**

Angela Zeier Röschmann is Professor for risk and insurance and deputy head of the Institute for Risk & Insurance at ZHAW School of Management and Law. Angela has been working in the insurance industry for over 20 years in different positions, among others in liability underwriting at Winterthur International or regional manager finance and operations at Chubb Insurance. Today, in her research and lectures Angela focuses on insurance business economics, risk management and business model innovation. Since 2017 Angela acts as member of the Board of Directors of an international insurance company. She studied banking and finance at the University of St. Gallen where she also received her PhD in management. Her education further includes an MBA from California State University Northridge and an Associate in Risk Management degree from the Insurance Institute of Switzerland.



COURSE FEE :

Singapore-based Participants (incl. GST)	Overseas Participants*
Full Course fee (incl. 7% GST): S\$2,675.00	Full Course fee: S\$2,500
Net Course fee ** (incl. 7% GST & after 80% grant) S\$675.00	

Eligible for TAG^

For Corporate Group bookings, please email us at talk2us@scidomain.org.sg

We reserve the right to reject registrations that do not satisfy the programme entry requirements.

*Course Fee for Overseas Participants

To qualify for zero-rating of the course fee for overseas participants, you must satisfy the following conditions:

1. Residing outside of Singapore; and
2. Attending the course in a business capacity and not in personal capacity.

**Eligibility Criteria

- Singapore Citizens or Singapore Permanent Residents, physically based in Singapore, who are sponsored by a Financial Institution#.
- Must fulfil all course requirements

Letter of Undertaking

The Financial Institution will need to sign a Letter Of Undertaking with the SCI before the registration can be confirmed. In the event that the sponsored participant drops out halfway through the course or did not fulfil the course requirements, SCI will take steps to claw back the course fee subsidy of S\$2,000.00 by issuing an invoice to the respective Financial Institution. The Financial Institution will need to make payment to SCI within 7 business days from the date of invoice.

^Training Allowance Grant (TAG)

The Training Allowance Grant (TAG) has been extended till 30 June 2022. Eligible Financial Institutions (FI) may claim under the Training Allowance Grant at S\$10.00 per training hour, i.e. S\$250.00 subject to meeting its terms and conditions. The TAG will be claimed by the sponsoring FI directly from IBF after the eligible participant successfully fulfils all course requirements.

ABOUT ZURICH UNIVERSITY OF APPLIED SCIENCES

The Zurich University of Applied Sciences (ZHAW) is one of the leading universities of applied sciences in Switzerland. Teaching, research, continuing education and other services are both scientifically-based and practice-oriented. There are eight Schools in the University: Applied Linguistics, Applied Psychology, Architecture, Design and Civil Engineering, Engineering, Health Professions, Life Sciences and Facility Management, Social Work, and Management and Law.

The School of Management and Law (SML) is the largest business school of a university of applied sciences in Switzerland and is accredited by AACSB. Its main principle 'Building Competence. Crossing Borders.' reflects a commitment to quality education and a global mindset, which is also demonstrated by formal partnerships with over 170 universities in every corner of the globe.

ABOUT SCI

The Singapore College of Insurance (SCI) is a not-for-profit professional training and education body set up in 1974, as part of Singapore's efforts to develop as a financial hub.

For more than 45 years, SCI has remained focused in its efforts to upgrade the technical expertise of insurance and financial services practitioners, and to provide them with professional advancement opportunities, through its series of practice-oriented programmes and internationally-accredited qualifications. Since the late 1970s, the SCI has also played the role of an industry examination body to conduct regulatory examinations for those wishing to join the financial advisory, life and general insurance industries.

Since 2009, the SCI has also expanded its role to include talent development programmes, such as the Insurance Executive Scholarship Programme (IESP) and the Insurance Management Associate Programme (iMAP) that have succeeded in attracting and placing numerous fresh tertiary talent into the varied functions in the industry. The SCI was voted the Asia Insurance Industry Educational Service Provider of the Year in 1997, 2001, 2007, 2016 and 2018. It has international links with professional bodies, such as The Chartered Insurance Institute (CII), The Chartered Institute of Loss Adjusters (CILA), Glasgow Caledonian University (GCU), The American College of Financial Services and The Australia and New Zealand Institute of Insurance and Finance (ANZIIF) as well as with other training institutes in the region, through its involvement in the ASEAN Insurance Education Committee (AIEC). The SCI has also actively helped to set up the Asia-Pacific Risk and Insurance Association (APRIA) to further insurance education, and to promote links between academia and the industry.

HOW TO REGISTER

Please visit [here](#) to register.

For Corporate Group bookings, please call (+65) 9118 4220 or (+65) 9068 0161 or email us at talk2us@scidomain.org.sg



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Website: www.scicollege.org.sg

CPE Registration No.: 199408491M

Period of CPE Registration: From 26 September 2019 to 25 September 2023

Information presented on this marketing material is correct at the time of publishing. However, changes to the programme contents, dates, time, duration and venue can occur owing to unforeseen circumstances. Every effort will be made to inform all participants of such changes on a timely basis.